

FOR IMMEDIATE RELEASE

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Lights On! City Provides Street Light Reporting Information

Opportunities for Citizens to Report Malfunctioning Lights or to Petition for Improved Neighborhood Lighting

Salisbury, NC _October 21, 2009 – The City of Salisbury is currently in the process of informing citizens of procedures to report a malfunctioning street light. Citizens may contact Vickie Eddleman, City of Salisbury Street Lighting Technician, at 704-638-5213 to report the physical address of the street light and to provide the nature of the malfunction. If possible, a removable ribbon, string, tape, or piece of material can be placed on the pole by the citizen, to assist Duke Energy with pole identification. As street light repairs are typically performed during daytime hours, marking the pole will greatly assist Duke Energy crews in identifying the specific street light in need of repair.

Eddleman reports that street light information received by the City is immediately reported to Duke Energy for the scheduling of necessary repairs. If a reported street light malfunction has not been corrected within five working days, citizens are encouraged to re-contact Eddleman. "Our goal is to provide functioning street lights for our citizens and their assistance is especially helpful. By reporting street light outages or malfunctions, our residents help ensure that the correct steps can be taken to implement the necessary repairs." Citizens may also report malfunctioning street lights online via the City of Salisbury website. Eddleman notes that citizens should visit www.salisburync.gov/departments.htm and click the Street Lighting link under the column heading of Engineering and Development Services. An online Street Lighting Repair Form allows citizens to report a malfunctioning street light from the convenience of a computer.

Citizens may request street lighting evaluations for roadways, neighborhoods, or site locations, by contacting Eddleman directly by phone. Following the request for street light evaluation, city staff will assess the area to determine if City of Salisbury standards for lighting are currently being met. If improvements should prove necessary, a Street Light Petition will be created and submitted to the requesting citizen. The citizen should then proceed to obtain signatures on the petition from at least two-thirds of all property owners in the area, not including tenants. The completed petition form should then be returned to Eddleman for validating and recording. A custom lighting design will be created for the area and released to Duke Energy for street light installation. Once the installation has taken place, a field check of the area will be conducted by city staff.

Citizens may also report street light malfunctions directly to Duke Energy by calling 800-777-9898. To access the Duke Energy's online Street Light/Outdoor Light Repair Request form, please visit www.duke-energy.com/north-carolina/outages.asp and click the link entitled Report a Streetlight/Outdoor Light Outage. Citizen reports filed directly with Duke Energy cannot be tracked by City of Salisbury staff.

The City of Salisbury is an equal opportunity employer with over 180 different job classifications and 400 full time positions. For more information regarding the City of Salisbury and its services and departments, please visit us on the web at www.salisburync.gov or join us on Facebook, www.facebook.com, via the City of Salisbury group.

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